# GCCS-A Help Desk/Web Site Status

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# GCCS-A Help Desk/Web Site Overview

- The goal of the GCCS-A Help Desk/Web Site is to provide the following:
  - Knowledge Base/FAQ
  - On-line Help – submit trouble tickets
  - Request Tracking and Reporting (metrics/reports)
  - Central Location – access via browser
  - Include GCCS-A Theater and GCCS-A Strategic (CP1)
  - Include PMO information
  - Access Control
  - Long term – Access to documents and software

# Recommendations

- Use a COTS Help Desk product for the help desk portion of the web site

- Integrate help desk into the GCCS-A Web Site

- Long term – include an FTP location for download of documents and software

# GCCS-A Help Desk/Web Site Status

- Currently in the research and design phase
- Have researched and evaluated several different COTS help desk products, including:
    - FootPrints
    - WonderDesk SQL
    - Support Wizard
    - KnowledgeBase.net
- Evaluation Criteria:
    - Web Based
    - Features
    - Size of organization designed for
    - Security
    - License requirements
    - Price
    - Server and Client platforms supported

# Created Prototype

- Created prototype using ***FootPrints*** by UniPress Software (*http://www.unipress.com*)
- FootPrints Features:
  - Web based help desk
  - Centralizes problem tracking on single central web server
  - Can submit requests worldwide via phone, email, web, or wireless PDA
  - Configurable problem ticket forms
  - Knowledge Base/FAQ
  - Easy to install/configure/use
  - Security – provides user id and password authentication
  - Price – Pay for administrator/help desk agent licenses and one unlimited customer license
  - GSA Schedule

# Comments, Questions, Suggestions